

## OMBUDSPERSON

### Class Definition

Under general direction, develops, implements, and monitors a workable and effective response system to citizens' grievances of City services; and identifies causes and patterns of problems.

### Distinguishing Characteristics

The Ombudsperson, a single position class, is directly responsible for recommending solutions/resolutions of citizens' grievances or complaints after analyzing information received from citizens, official incident reports, and internal investigation reports that may be available. The incumbent must demonstrate independent initiative, personal qualities of leadership, tact, empathy and sensitivity to the diverse needs of a pluralistic population, and must be able to communicate effectively with diverse ethnic and racial groups within the City. This position is not an independent internal affairs investigator that will replace internal affairs investigators within City departments. This is an unclassified position in which the incumbent serves at the will of the City Manager.

### Typical Tasks

(The incumbent may not be assigned all duties listed, nor do the examples cover all duties which may be assigned.)

Coordinates and administers the Ombudsperson Program.

Meets with persons and groups, including victim/witness reconciliation programs, in the community to develop and enlist understanding and resolve problems.

Initiates, reviews, and analyzes current procedures, practices, personnel problems, and civil rights issues which affect citizens of Fresno; makes recommendations to Department Heads, the City Manager and the City Council as required.

Acts as an impartial agent between any individuals or organizations in obtaining formal or informal settlements.

Studies complaints or problems of discrimination in the community; identifies causes and recommends solutions to the City Manager.

Acts as a conduit between citizens, community groups/organizations and City Departments in an effort to resolve complaints or problems.

Performs special assignments as they relate to the duties and responsibilities, upon the request of the City Manager.

Performs related duties as required.

*Knowledge, Abilities and Skills*

Considerable knowledge of modern principles and practices of group and intergroup communications, social conditions, and ethnic cultures.

Considerable knowledge of the principles and practices of public administration.

Considerable knowledge of social problems and conditions in a metropolitan setting.

Ability to analyze and discern facts from complicated investigative reports and arrive at realistic, logical and legal conclusions.

Ability to establish and maintain effective working relationships with individuals, groups/organizations and City officials.

Ability to communicate effectively, both orally and in writing.

Ability to prepare and present accurate, comprehensive, and concise reports and recommendations.

Ability to develop, implement and maintain an effective grievance response system.

Ability to identify causes and patterns of problems of citizens grievances.

*Minimum Qualifications*

Graduation from an accredited college or university with a Bachelor's Degree in public administration, sociology, psychology, law, economics, administration of justice, criminology, or closely related field; and three years of work experience in a social planning, human relations, or criminal justice program. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

*Necessary Special Requirements*

Possession of a valid California Driver's License at time of appointment.

APPROVED: \_\_\_\_\_  
Director of Personnel

DATE: \_\_\_\_\_

MR/CT/co/01/04/89  
6678C/0242C